

INFORMATION DISCLOSURE CITATION IN AN APPLICATION (PTO-1449)							ATTY. DOCKET NO. 1509-228		SERIAL NO. 09/977,495		
							APPLICANT Colin Andrew LOW et al.				
							FILING DATE October 16, 2001		GROUP 3452 2157		
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EXAMINER'S INITIALS		PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE				
GP ↓		5,848,143	12/1998	Andrews et al.							
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OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)											
EF		Neff, Todd, "The Multimedia Contact Center: Corporate Faade or Human Face?" The Fletcher School of Law and Diplomacy, http://citeseer.nj.nec.com/345232.html									
		"The Product: Vicinity Service," http://www.cobrow.com/pages/products.html									
EXAMINER		EL HAJJI SALL					DATE CONSIDERED				
							01/04/04				

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.